

Before the Board of Supervisors County of Placer, State of California

In the matter of:

Internal Service Provider Policy

Resolution No.: 2020-003

The following Resolution was duly passed by the Board of Supervisors of the County of Placer at a regular meeting held January 14, 2020, by the following vote on roll call:

Ayes: WEYGANDT, HOMLES, UHLER, GUSTAFSON, GORE

Noes: NONE

Absent: NONE

Signed and approved by me after its passage.


Chair, Board of Supervisors

Attest:


Clerk of said Board

WHEREAS, Promote the use of Internal Service Providers, including the Information Technology Department, Facilities Management Department, and Document Solutions Division.

WHEREAS, Placer County can maximize efficiencies, lower fees, provide quality control, coordinate countywide initiatives, and streamline operations.

BE IT RESOLVED, by the Board of Supervisors, County of Placer, State of California,

Exhibit A: Use of Internal Service Providers Policy

Use of Internal Service Providers Policy



1.0 PURPOSE

1.1 In order to best utilize personnel, materials, equipment, and other valuable resources, the County of Placer supports and encourages the use of its internal service providers. By conducting applicable services through County programs, the County is able to maximize efficiencies, lower fees, provide quality control, coordinate countywide initiatives, and streamline operations. Additionally, this Policy utilizes the organizations' collective buying power to reduce the overall operating budget.

2.0 POLICY

2.1 Use of Internal Service Providers

The County's internal service providers shall be granted first right of refusal to provide relevant services to County of Placer Departments.

2.2 Relevant Services

All projects or requests relating to internal services, including but not limited to the Facilities Management Department, Information Technology Department, Telecommunications Division, Fleet Services Division, or Document Solutions Division must be acquired through the applicable internal service provider.

2.3 Service Release

In the event that an internal service provider is not able to fulfill a submitted service request, the internal service provider will issue a written Service Release allowing the requesting Department to procure the service, or a portion thereof, through an outside source.

2.4 Applicability

This Policy applies to all non-elected officials and County of Placer departments and divisions which report to the County Executive Officer. Elected Officials are strongly encouraged to abide by the provisions of this policy.

2.5 Exceptions

County Departments may apply for an exception to this Policy if the service is of such an urgent, temporary or occasional nature that utilizing an internal service provider would obstruct their very purpose; or if the legislative, administrative or legal goals and purposes of a Department cannot be accomplished through the utilization of an internal service provider. The requesting Department Head must provide a clear and concise justification statement for review and approval by the County Executive Officer or designee.

2.6 Use of External Suppliers

Each internal service provider reserves the right to utilize external suppliers to supplement their services. The decision to procure outside services will be at the discretion of the internal service provider in order to best utilize County resources, reduce costs, minimize fluctuations in staffing, provide specialty services, meet production time frames, or maximize efficiencies. Contracts procured on behalf of the internal service provider shall follow all Procurement policies. County

Departments should not use these contracts (nor County-issued credit card) to procure services unless they have been granted an Exception by the County Executive Officer or designee.

2.7 Service Fees and Chargeback Rates

Utilizing internal services including staff time, equipment, materials, and other County-managed resources allows the organization to maximize efficiencies and reduce operating costs. It is the responsibility of the County Executive Officer or designee to ensure any fees or chargeback rates are reasonable and appropriate.

3.0 BACKGROUND

The County of Placer has several internal service providers, including the Information Technology Department, Facilities Management Department, and Document Solutions Division. These offices utilize professional-quality equipment and software, and maintain a highly-trained, dedicated staff to support the needs of County Departments.

4.0 PROCEDURES AND TRAINING IMPLEMENTING THIS POLICY

4.1 Related Procedures

An accompanying Procedures document will be supplied by each internal service provider for review and authorization by the County Executive Officer or designee. These documents will outline the available services for each program, standard timelines for the review and issue of a Service Release, and methods for requesting service from each provider.

4.2 Policy Implementation and Enforcement

Each Department Head is responsible for enforcing this Policy and any accompanying procedures. Internal guidelines, training, forms and acknowledgments implementing this Policy may be created by each department and authorized by the County Executive Officer or designee.